

Instructions for linking a Utility Services Account to a Citizen Self-Service login:

From the City of Smyrna website – www.smyrnacity.com – hover over I Want To, hover over Pay and click on Water / Sewer (Utility) Bill.



Click on the link under Pay Online.



This will open a new window. (You may need to allow a pop-up for the window to open.)

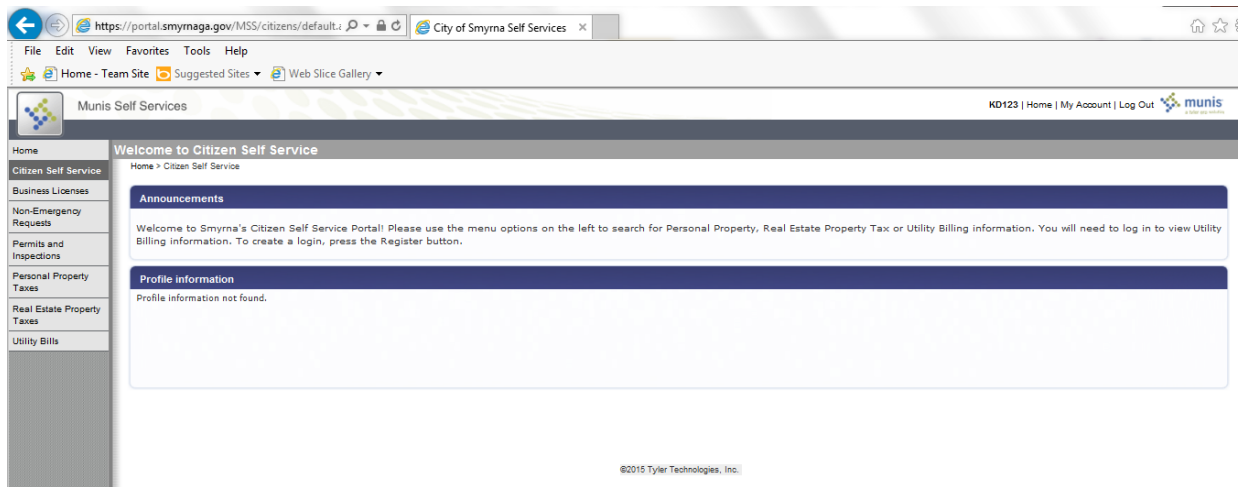
The screenshot shows a web browser window with the address bar displaying <https://portal.smyrnaga.gov/MSS/Citizens/default>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. Below the menu bar, there are links for Home, Team Site, Suggested Sites, and Web Slice Gallery. The page header features the 'Munis Self Services' logo on the left and a 'Home' link with the 'munis' logo on the right. The main content area has a welcome message: 'Welcome to Smyrna's Citizen Self Service Portal! Please use the menu options on the right to search for Personal Property or Real Estate Property Tax information. You will need to log in to view Utility Billing information. To create a login, press the Register button.'

The login section is divided into two columns. The left column, titled 'Log in to access', lists 'Business Licenses' and 'Permits and Inspections' on the left, and 'Non-Emergency Requests' and 'Utility Bills' on the right. It contains a 'User name' field with the text 'kd123', a 'Password' field with eight asterisks, and links for 'Forgot your password?' and 'Register'. A 'Log in' button is at the bottom right of this column. The right column, titled 'Don't have a login?', states 'No problem, you can still quickly access:' and provides links for 'Personal Property Taxes' and 'Real Estate Property Taxes'. The footer of the page reads '©2015 Tyler Technologies, Inc.'

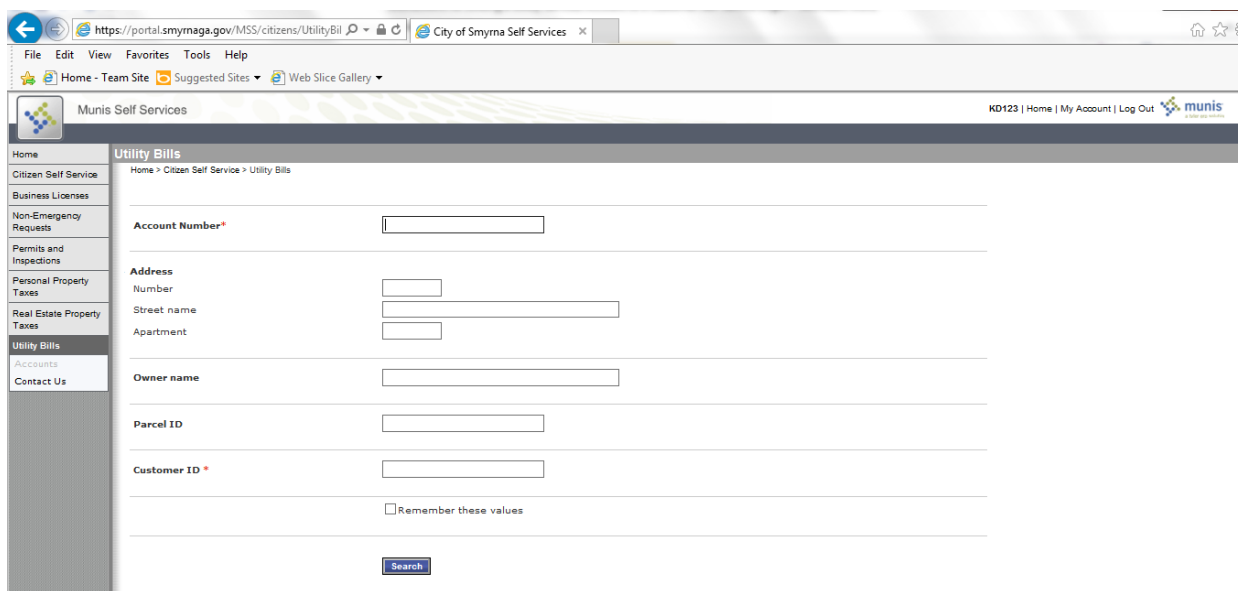
Enter your login information and click Log in.

This screenshot is identical to the one above, but with the login fields filled out. The 'User name' field contains 'kd123' and the 'Password' field contains eight asterisks. The 'Log in' button is now highlighted in blue. The rest of the page, including the browser window, header, and footer, remains the same.

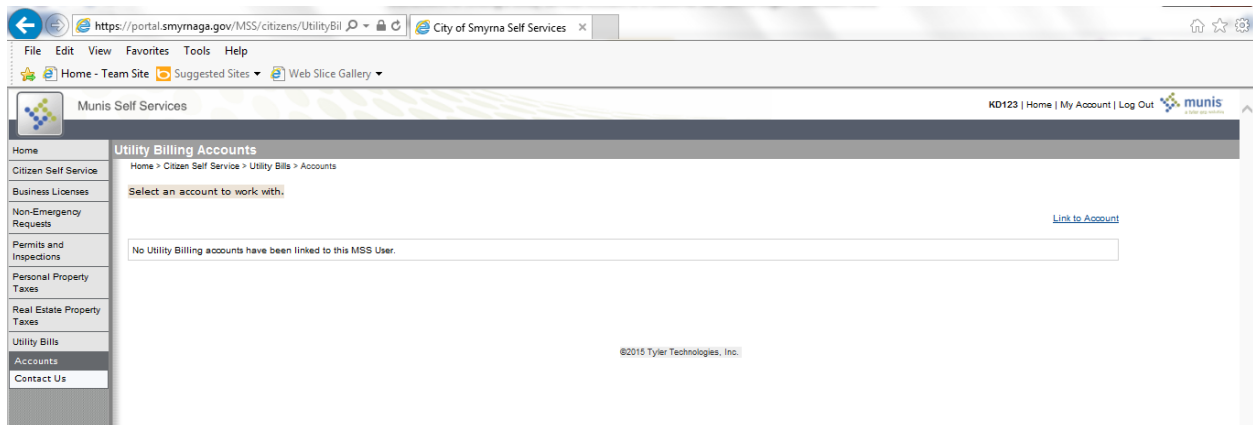
Choose Utility Bills from the left hand menu.



Click on Accounts on the left hand menu.

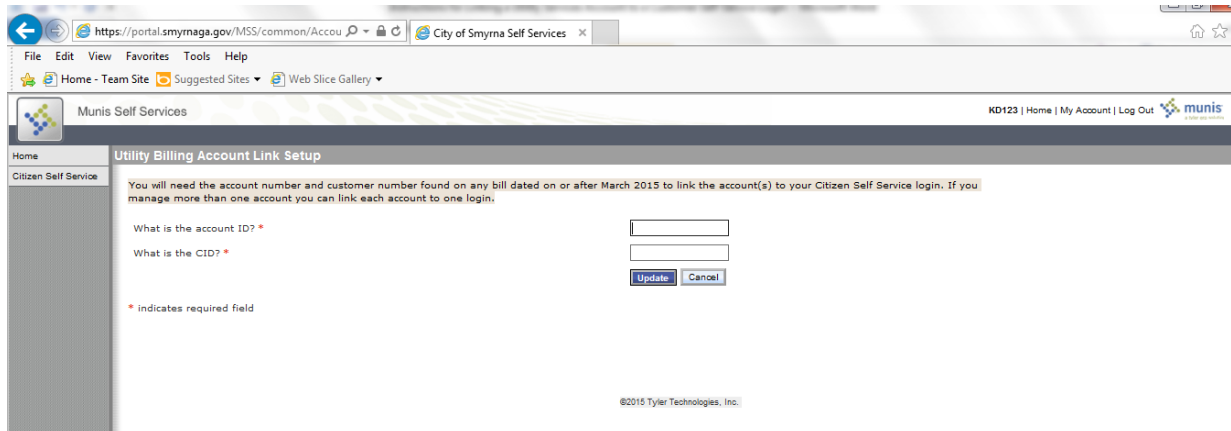


Click on Link to Account on the right hand side of the screen.



You will need the account ID (Account Number) and the CID (Customer Number) as found on your billing statement dated on or after March 9, 2015 to create the link. You can create a link to multiple accounts that you manage.

Alternately you can derive these numbers from your old billing statement Account Number by using the seven numbers after the two leading zeros as the account ID and the nine numbers after the two leading zeros as the CID. (Account #: 00##-#####-## as seen on the old bill. Do not enter the dashes when using this method.)



After creating the link, you will see the account and on the right hand side will be the option to Manage Accounts.

The screenshot shows the 'City of Smyrna Self Services' portal. The left sidebar contains a navigation menu with options: Home, Citizen Self Service, Business Licenses, Non-Emergency Requests, Permits and Inspections, Personal Property Taxes, Real Estate Property Taxes, Utility Bills, Accounts, and Contact Us. The main content area is titled 'Utility Billing Accounts' and shows a breadcrumb trail: 'Home > Citizen Self Service > Utility Bills > Accounts'. Below this, it says 'Select an account to work with.' and provides a 'Link to Account' link. A table lists two accounts:

Account ID	Customer ID	
2529710	252971001	Manage Bills
5270010	999999	Manage Bills

At the bottom, there is a copyright notice: '©2015 Tyler Technologies, Inc.'

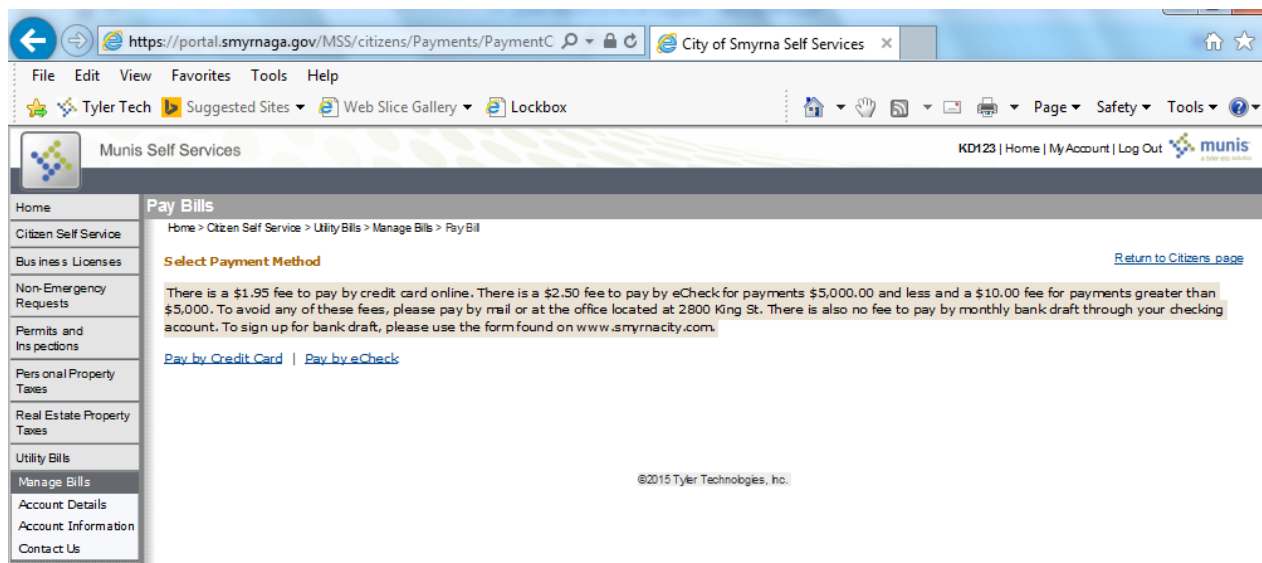
This will open a screen showing all outstanding bills for the account.

The screenshot shows the 'Manage Bills' page for account 5270010. The left sidebar is the same as the previous screenshot. The main content area is titled 'Manage Bills' and shows a breadcrumb trail: 'Home > Citizen Self Service > Utility Bills > Manage Bills'. Below this, it displays the 'Service Address' as '5290 AFTON WAY' and the 'Account Number' as '5270010'. A section titled 'Outstanding Bills' shows a table with one bill:

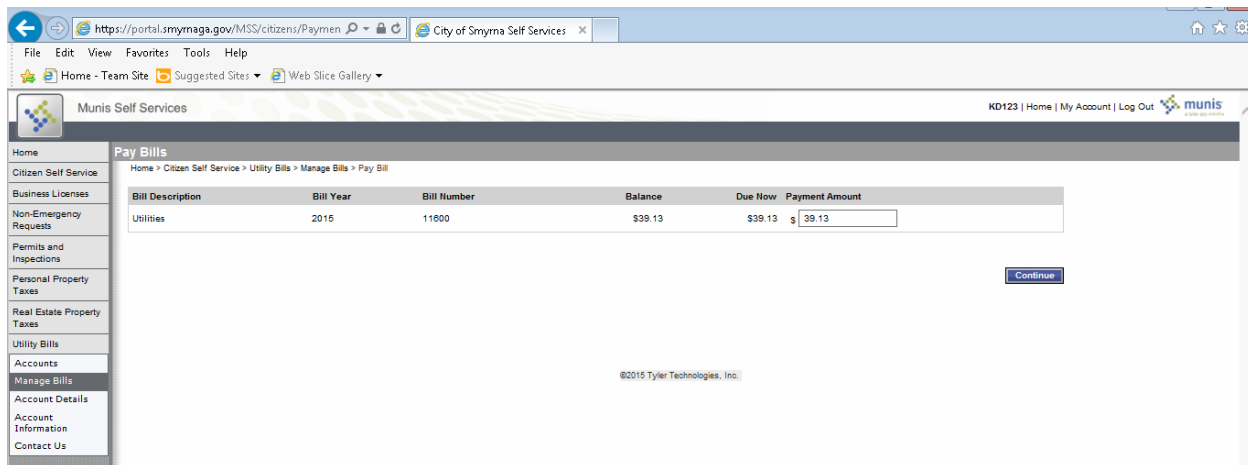
Bill	Pay By	Charges	Balance Due
<input type="checkbox"/> 11000	4/7/2015	\$39.13	\$39.13 Bill Details

The total due is \$39.13. There is a 'Pay' button and a link to 'Show Past Bills'. At the bottom, there is a copyright notice: '©2015 Tyler Technologies, Inc.'


Place a check mark beside the bill(s) you would like to pay and click Pay.



There is a fee to pay online. Choose which method you would like to use to make a payment.




By default the amount owed is what appears in the Payment Amount section. You can change this to the dollar amount you would like to pay. Please be sure to put the decimal point where you want it. 6000 is six thousand dollars, 60.00 is sixty dollars. Click Continue. This will redirect you to the Official Payments website.



[Back to Smyrna, City of](#) [Make A Payment](#) [Payment Verification](#) [Help](#) [En Español](#)

Make An Electronic Check Payment



Smyrna, City of, GA
Utilities

This payment service is offered by Official Payments Corporation as authorized by the entity to which you are making a payment. Please confirm your payment amount, convenience fee and total (if applicable). Review the Terms and Conditions below and click "Accept" to proceed with your payment. Click "Decline" button to return to the beginning of the payment process.

- Do not use your browser's "Back" button. Instead, navigate using the buttons below.

Payment Type:	Utilities
Payment Amount:	\$39.13
Service Fee:	\$2.50
Total Payment:	\$41.63

Official Payments Terms and Conditions:
I. Agreement Information
Welcome to the Official Payments Corp.'s(r) electronic check (E-check) web page. This agreement describes the electronic check (E-check) payment and processing service ("Service") provided by Official Payments Corporation (OPC) through an Internet interface over the web. This agreement should be reviewed carefully since it informs you of the terms and conditions you must agree to and abide by in order to use this Service. AT THE END OF THESE WRITTEN TERMS

[Printer Friendly](#)


[Decline](#) [Accept](#)

This page supports 128-bit SSL encryption as verified by DigiCert.
For customer service, please call toll-free 1-800-487-4567. Representatives are available Monday - Friday, 7:00am - 7:00pm CT.


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Click either Accept to make the payment or Decline which will bring you back to the Citizen Self-Service page.

Other options in addition to paying your bill come when you click on Account Details on the left hand menu to see information about the account including consumption history when there is a water service.

City of Smyrna Self Services

KD123 | Home | My Account | Log Out

Home

Citizen Self Service

Business Licenses

Non-Emergency Requests

Permits and Inspections

Personal Property Taxes

Real Estate Property Taxes

Utility Bills

Accounts

Manage Bills

Account Details

Account Information

Contact Us

Utility Bills

Home > Citizen Self Service > Utility Bills > Account Details

Account Details

Service Address5290 AFTON WAY

Account Number5270610

VACANT

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
BASE RATE - RESIDENTIAL	1000	2/4/2015		ACTIVE	None
WATER - RESIDENTIAL	2000	2/4/2015		ACTIVE	View Consumption
SEWER	3000	2/4/2015		ACTIVE	None
STORMWATER FEE	4000	2/4/2015		ACTIVE	None
SANITATION - RESIDENTIAL	5000	2/4/2015		ACTIVE	None

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